

W-01303A-08-0227  
SW-01303A-08-0227



0000092278

ARIZONA CORPORATION COMMISS

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      74393

Date: 1/6/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Mary      Last: Simpson

Account Name: Mary Simpson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ      Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

1/6 DOCKET NO. W-01303A-08-0227  
SW-01303A-08-0227

FT. MOHAVE

From: Mary Simpson [mailto:[REDACTED]]  
Sent: Thursday, January 01, 2009 12:55 AM  
To: Utilities Div - Mailbox  
Subject: rate increase

richard.simpson [REDACTED] 1/1/2009  
[REDACTED]  
w-01303a-08-0227      w-01303a-08-0227  
arizona american water company      con  
[REDACTED]

RECEIVED  
2009 JAN - 8 P 3: 28  
AZ CORP COMMISSION  
DOCKET CONTROL

I believe that raising the rates by the proposed rate of 81.16% is excessive and is not called for. The sewers for the community i live in have been in service for over 15 years and i believe little of no maintance has been required to have been performed on them. Especially many persons living in this community are on fixed incomes and an increase of this amount is uncalled for. This rate increase of 81.16% is outrageous and i am sure that my neighbors agree with this accessment . Thank you  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission  
DOCKETED

JAN - 8 2009

DOCKETED BY [Signature]

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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1/6

Called customer, no answer

1/7

Called customer, no answer

1/7

Letter to customer as follows:

January 7, 2009

RE: ARIZONA-AMERICAN WATER CO.

Dear Ms. Simpson:

Your email regarding the Arizona-American Water Co. ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters and emails received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000 if outside the Phoenix area or directly at [REDACTED]

Sincerely,

Trish Meeter  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed:**

**Opinion No. 2009 - 74393**

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W-01303A-08-0227  
SW-01303A-08-0227

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      74421

**Date:** 1/8/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Raymond and Margar Oursler**

**Account Name:**      Raymond and Margaret Oursler

**Home:** [REDACTED]

**Street:**      [REDACTED]

**Work:**

**City:**      Lake Havasu City

**CBR:**

**State:**      AZ      Zip: 86404

**is:**

**Utility Company:**      **Arizona - American Water Company**

**Division:**      Water

**Contact Name:**      Karl Wilkins

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-01303A-08-0227 AND SW-01303A-08-0227 \*\*\*\*\*

\*\*\* HAVASU WATER DISTRICT \*\*\*

Customer sent the following correspondence -

Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington  
Phoenix, Arizona 85007

Reference Document Number W-01303-A-08-0227

Gentlemen,

We are respectfully requesting you review the Arizona Water Company's request for an increase of \$815,602 or 81.28% over current revenues. We sincerely hope you reject their request because this would amount to an average of an 86% Increase to the average home owner's bill.

It appears the Arizona-American Water Company has lost control of their costs. This is based on labor and management cost increases of 453% from 2001 to 2008. We feel that the Commission should insist they obtain control of their costs. They should not be past on to the home owner's.

The home owner's need help from the Commission to stop American-Water Company from making us pay for their bad investment for the infrastructure Improvements for the water tanks and lines at the North Point subdivision on London Bridge Road. We feel it would extremely unfair to the home owner's in this area to allow this request by American-Water Company to make us pay for their mistakes.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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We thank you for your careful consideration. We will be following your actions on this request since this is of most importance to the home owners in this area.

Sincerely,  
Raymond and Margaret Oursler  
[REDACTED]  
Lake Havasu City AZ 86404-5900  
[REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Responded with the following -

Dear Mr. and Mrs. Oursler:

Your correspondence regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commissioners will have the opportunity to consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed:** 1/8/2009

**Opinion No.** 2009 - 74421

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